

## ADMINISTRATION ASSISTANT I

### **Position Purpose**

The purposes of this position are to provide clerical and administrative assistance to Director of Human Services. The work involves responding to citizen's questions about various Human, Senior, and Youth Service programs. The Administrative Assistant is required to exercise good judgment in administering the office to relieve the Director of Human Services of administrative details.

### **Supervision:**

*Supervision Scope:* Performs a wide variety of routine and administrative responsibilities requiring an extensive knowledge of Human, Senior and Social Service Programs.

*Supervision Received:* Works under the general direction of the Director of Human Services, works independently, receives specific assignments and general instructions

*Supervision Given:* Supervises volunteers as assigned. Supervision responsibilities include instructing, correcting volunteers on particular tasks. Frequently provides general objectives, detailed instructions, and initial instruction. Will follow up with volunteers as necessary.

### **Job Environment:**

Administrative work is performed in a moderately noisy office.

Requires the operation of telephones, computers, facsimile machines and other standard office equipment

Makes constant contact with other municipal departments, community agencies, volunteers, and the general public; communication is frequently in person, by telephone, fax, e-mail and through written documents.

Errors in judgment or omissions could result in delays in service, monetary loss, rework by others and legal ramifications.

### **Essential Job Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Provides supportive secretarial and office administrative work for the Social Service, Senior Service and Youth Service Office.

Provides basic and complex information and assists the public in understanding policies, programs and services of the departments; assists the public with completing registration forms and user applications; refers some complex issues or questions to appropriate person.

Screens incoming calls, complaints and correspondence. Takes action if appropriate or refers to appropriate staff member and follows up to ensure a timely response.

Arranges meetings and schedules appointments for Director of Human Services.

Composes routine correspondence and memoranda for supervisor's signature. Types letters, reports and records from draft and maintains manual and automated files and records as required.

Coordinates calendars of events for all activities held in the Senior Center/Youth Services Building. Processes room requests and collects and records all related fees. Maintains records of programs and prepares appropriate reports.

Performs special assignments and routine administrative functions as requested. Purchases supplies, materials and equipment for the department and building, and processes payment for same. Monitors expenditures and provides information to Supervisor for budget purposes.

Manages database for Senior Center users.

Handles highly sensitive and confidential information

### **Other Functions:**

Performs related work as required.

### **Minimum Required Qualifications:**

Education, Training and Experience

The qualifications required would generally be acquired with a high school diploma and three years of increasingly responsible secretarial or office administrative work; OR an equivalent combination of education, experience and training.

### Special Requirements:

Valid Motor Vehicle Operator's License

### Knowledge, Ability and Skill:

*Knowledge:* Knowledge of the principles and practices of modern office procedures including purchasing and maintenance of records. Knowledge of social, senior, and youth services.

*Ability:* Ability to acquire working knowledge of all aspects of assigned department activities. Ability to make decisions in accordance with established policies. Ability to work independently and process large volumes of paperwork.

Ability to type with speed and accuracy and to develop and maintain complex records and files. Ability to utilize data & word processing applications as they relate to the functions of the Offices. Ability to deal effectively with the public, persons needing assistance, outside agencies, staff and volunteers. Ability to prepare reports as assigned. Ability to prioritize work assignments to meet established deadlines. Ability to perform basic arithmetic calculations with various units of measure manually and /or using equipment.

*Skill:* Excellent verbal and written communication skills. Aptitude for working with numbers and details. Aptitude for working with people in friendly and professional manner. Skill in using the above mentioned office equipment.

### Physical and Mental Requirements:

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects; and reach with hands and arms and talk or hear; occasionally required to stand, kneel and walk. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision. This position requires the ability to operate a keyboard and calculator at efficient speed. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech.

***(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)***